GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3176
ANSWERED ON:21.03.2017
Grahak Suvidha Kendras
Kher Smt. Kirron

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the success of the Grahak Suvidha Kendras, which was established as a pilot project, has been reviewed;
(b) if so, the details thereof;
(c) whether there are plans to expand the project by setting more Grahak Suvidha Kendras;
(d) if so, the details thereof; and
(e) the details of the number of Grahak Suvidha Kendras already established in the country?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) to (e) : Yes Madam, Grahak Sividha Kendras (GSKs) were setup in Jaipur, Ahmedabad, Bengaluru, Patna and Kolkata on pilot basis to serve as 'one stop' facilitation centre for a variety of services to consumers including information dissemination, consumer awareness & education, training, counseling, mediation, grievance redress and assistance in approaching consumer courts. After a midterm review, the Department of Consumer Affairs has decided not to continue grant beyond 31st December, 2016 to the five GSKs.
*****